

## **Pest Control Standards for Community Long Term Care Participants**

### **Conditions of Participation:**

All providers must verify participant's Medicaid eligibility upon acceptance of a authorization for pest control and any time services are rendered thereafter to ensure continued eligibility. Eligibility verification can be done via phone by contacting 1-888-809-3040.

Agencies must utilize the automated systems mandated by CLTC to document and bill for the provision of services.

Providers must accept or decline referrals from CLTC or SCDDSN within two (2) working days. Failure to respond will result in the loss of the referral.

### **Conduct of Service:**

The Provider must obtain an authorization for pest control services from CLTC. The authorization will designate the amount, frequency and duration of service for participants. Pest control authorizations are for a maximum of once every other month. The Provider will receive new authorizations only when there is a change to the authorized service amount, frequency or duration.

All instructions on the authorization for service must be followed in order to be reimbursed for the pest control service.

Pest Control treatments need to include both in-home and exterior treatment. All providers must go into the participants home to inspect and treat the residence and call in the service to Care Call. If a participant is not at the residence at the time of the treatment the provider will need to reschedule for a time when the participant will be present in the home.

Providers can only utilize a cell phone to call in claims if the participant doesn't have a home phone.

If for any reason a provider isn't able to make the call for pest control the day of the treatment then the claim will need to be submitted via the Care Call website. Providers who are not routinely calling in claims for this service through the Care Call phone system will be terminated from South Carolina Medicaid.